

TERRENI

LAW FIRM, LLC

CHARLES L.A. TERRENI
ATTORNEY AT LAW

1508 LADY STREET
COLUMBIA, SOUTH CAROLINA 29201
TELEPHONE (803) 771-7228
EMAIL CHARLES.TERRENI@TERRENILAW.COM
WWW.TERRENILAW.COM

February 25, 2022

The Honorable Jocelyn G. Boyd
Chief Clerk and Executive Director
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

Re: Docket No. 2020-247-A. Public Service Commission Review of South Carolina Code of Regulations Chapter 103 Pursuant to S.C. Code Ann. Section 1-23-120(J). Proposed Notice of Filing.

Dear Ms. Boyd:

The SouthWest Water Utilities appreciate the opportunity to comment on the format of the Commission's Notice of Filing and participate in the upcoming workshop. We share the goal of providing customers useful and understandable information. In this letter, we will comment on the current notice template as requested in the Commission's notice of January 24, 2022.

1. The notice of filing should be no longer than two pages. The current notice template easily results in a three-to-four-page notice. A two-page notice, printed front and back, can be easily mailed as a bill insert, but sending a longer notice as a bill insert is much more difficult. A shorter bill insert would be more economical and likely to read by the customer than a separate mailing.
2. A shorter notice could be designed by consolidating the information about how to attend or view the customer public hearing and the merits hearing, which is virtually the same. Also, instructions to customers who wish to testify could be given during the public hearings, instead of the initial notice, which will usually be given far in advance. These are merely initial suggestions. We would be glad to collaborate with the parties in this docket to propose a more concise notice.
3. The Commission should issue a different notice of publication. The current format does not lend itself to publication and the efficacy of published notices in the online era is questionable. A shorter format, directing customers to the Commission's Docket Management System, or to an online notice on the Commission's website would be more effective and less expensive.

The Honorable Jocelyn G. Boyd
February 25, 2022
Page 2 of 2

Thank you for the opportunity to provide these suggestions which the SouthWest Water utilities believe are consistent with the Commission's goal of making its customer notices more accessible and easier to read. We look forward to participating in next Wednesday's workshop.

With best wishes, I am,

Sincerely yours,

s/ Charlie Terreni

Charles L.A. Terreni

c: Counsel of record.